

Glamping at Broadhembury: Terms and Conditions

Broadhembury Caravan and Camping Park

Bookings

- Full payment for Bank Holidays and bookings of 5 nights or less.
- 30% deposit for bookings of 6 or more nights. Balance due 30 days before arrival.

Your Belle Tent

- We include in the rental price of every Belle tent the rental of the Belle tent, the use of and access to the site and grounds of Broadhembury, water, parking and VAT where applicable. We do NOT include rubbish collection from your tent, placing refuse in sacks or taking it to the rubbish areas, washing up of cutlery or crockery, firewood for stoves beyond daily allocation.

Prices

- Broadhembury's prices vary depending on many factors including time of booking. Only prices stated at time of booking are binding. We sometimes offer special offers and discounts these cannot be applied retrospectively after the booking confirmation has been received from Broadhembury.

Fire & BBQ safety

- Tents are supplied with their own BBQs. Only charcoal can be burned on these BBQs. Always operate your BBQ with your safety bucket, filled with water, nearby. As with all camping holidays, parental supervision is essential at all times. Broadhembury cannot be held liable for injuries sustained due to parents/guardians failing to supervise children around the BBQs.

Arrival time from 2pm: Departure time 10am

- You have access to your tent from 2pm on the day of arrival. On the day of departure you must vacate your tent by 10am. We strongly advise it is in your own interest to arrive before 6pm. If your estimated arrival time is between 6pm and 9pm, please let us know. We do not do late check-ins after 9pm as this would disturb other guests so please plan your travel itinerary accordingly. Travel time from London is at least 2&1/2 hours: Please be mindful of traffic delays in busy periods.

Cancellations

- In the event of cancellation more than 30 days before the commencement of the stay, 30% of the rental amount will be payable with a minimum of £100. In the event of cancellation within 30 days before the start of the stay, the entire rental amount will be payable. In the case of early termination of the stay, the entire rental amount will be payable. Broadhembury Caravan & Camping Park is a holiday company and operates to the same industry principles as travel companies, tour operators and airlines. We strongly advise that you have valid holiday insurance in place that will provide suitable cover for accidents, illness, bereavement, transport difficulties as well as extreme weather conditions. In the event that you wish to change or cancel holiday arrangements due to these circumstances we do not make refunds or guarantee transfers but will assist with documentation for processing your claim with your chosen holiday insurance provider.

Making major changes to your holiday

- Whilst we are happy to make adjustment to the options required, if you want to make a major change to your holiday then charges may apply. If, after receiving your booking confirmation, you would like to make some alterations to your booking, we are not obliged to make any changes to the holiday booked. However we will endeavour to assist when bookings are being moved to a more expensive period. Moreover should you wish to move to a less expensive period and/or reduce the number of nights then cancellation charges will apply. Broadhembury strongly advises that you have valid holiday insurance in place that will provide suitable cover for accidents, illness, bereavement, transport difficulties as well as extreme weather conditions. In the event that you wish to change your holiday arrangements due to these circumstances we do not make refunds or guarantee transfers but will assist with documentation for processing your claim with your chosen holiday insurance provider.

Bookings - General

- Bookings cannot be accepted from persons under the age of 25.
- Bookings can normally only be accepted for those travelling alone, couples and families. We regret that we are unable to accept bookings for stag or hen parties. All group bookings will be asked to sign our group policy on arrival. A copy of this is available on our website: http://broadhembury.co.uk/images/GROUP_BOOKING.pdf
- Should your booking not be available for any reason beyond our control, your money will be refunded in full, but you will have no further claim against us
- Please note that your property is brought onto the park at your own risk and we can accept no responsibility for loss or damage

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however caused

- We reserve the right of admission at all times, and the right to terminate the stay of any person if this is considered to be in the best interest of other visitors to the park

Park - General

We are fortunate that Broadhembury Holiday Park is so popular with considerate, friendly people.

To keep it so we ask that all our visitors observe the following simple rules. If they do not, we reserve the right to ask them to leave.

- **Commercial/sign-written vehicles:** Unfortunately Broadhembury is unable to accept commercial or sign-written vehicles at pitches. We may be able to provide alternative parking for you; please do contact us directly if you have a commercial or sign-written vehicle.
- **Visitors:** You are welcome to have day visitors but they must report to Reception immediately on arrival. Maximum of 1 visiting vehicle per booking at any one time. Visitors will be allocated parking on arrival. Visitors staying for less than 5 hours will have their charges refunded. All visitors must leave the Park by 10pm. Charges are available on our website.
- **Firepits/chimineas:** Firepits or chimineas of any kind are not permitted at Broadhembury.
- **Games:** Please use the play area provided, no ball games on the park please.
- **Cycles:** Please ride slowly and respect the safety of pedestrians. Skateboards are not allowed.
- **Noise:** Avoid excessive noise at all times. Quiet time is between 2230 hrs and 0800 hrs
- **Games room:** Games room & TV lounge usually closes at 2200 hrs - to use these facilities after 2200 hrs please ask us for a key.
- **Minors:** Any problems caused, or damage done by minors will be the responsibility of the parents or guardians. Children must be accompanied in the amenities buildings. Children must not be left unattended on park.

Photography

Please bear in mind that we don't allow guests to film or take photographs in facilities buildings. But while you're with us, you may spot a professional photographer. They could be shooting photos or video for us. They could be shooting anywhere on the park but we'll try to make sure the filming doesn't affect your holiday and that you always know what's going on.

With this agreement, you give us the rights (free of charge) to anything containing your image (or the image of the other people with you) that's made while you're with us. (This doesn't affect your own photos or videos of course!). So if you don't want to be in shot, please try to stay away from the filming area. And if you or someone in your family does stray into a photo or video without meaning to we'll do our best to remove the image from our library, but we won't pay you any fees as a result.